

## PENALTIES FOR EXCESSIVE FALSE ALARMS

**Excessive false burglar alarms** (more than 3 in a 12 month permit cycle) will be assessed a service fee of \$50 for 4<sup>th</sup> & 5<sup>th</sup> false alarm, \$75 for 6<sup>th</sup> & 7<sup>th</sup> false alarm and \$100 for 8<sup>th</sup> and each successive false alarm.

**Excessive Robbery/Panic/Duress false alarms** (more than 1 in a 12 month permit cycle) begin at \$200 and increase to \$500.

**Excessive Fire false alarms** (more than 1 in a 12 month permit cycle) begin at \$125 and increase to \$500.

Prior to the arrival of fire department personnel, if a false fire, smoke, or heat alarm notification is cancelled, the holder of an alarm permit shall pay, instead, a service fee beginning at \$50 and increase to \$250.

**Any outstanding false alarm service fees must be paid before the Alarms Office can renew an alarm permit.**

**NOTICE:** The San Antonio Police Department will respond to all alarm calls, whether the alarm has a valid permit or not, and whether or not the fees and fines are paid. However, in the event of such violations, additional fees and fines may be assessed, and the user will be subject to a \$300 to \$500 fine for each occurrence.

## CONTACTING THE SAPD ALARMS OFFICE

The **SAPD Alarms Office** is located in the SAPD Main Headquarters Building, Room 126, 214 W. Nueva, San Antonio, TX. The phone number is (210) 207-8282. Business hours are 7:45 am to 4:30 pm, Monday through Friday, excluding holidays.

**Accessing Alarm Information:** You may access information concerning the expiration date of your alarm permit and your number of false alarm calls in the current 12 month permit cycle through the San Antonio Police Department's internet site:

[www.sanantonio.gov/sapd/alarms.asp](http://www.sanantonio.gov/sapd/alarms.asp)

Access to this information is through your alarm permit number only.



### San Antonio Police Department Alarms Investigation Office

P. O. Box 839948  
San Antonio, TX 78283-4349  
Room 126  
214 W. Nueva  
San Antonio, TX 78207  
Phone (210) 207-8282  
TTY: (210) 207-4889 (4TTY)  
SAPD Dispatcher Phone 207-7484  
SAPD Internet: [www.sanantonio.gov/sapd](http://www.sanantonio.gov/sapd)

## SAN ANTONIO POLICE DEPARTMENT

## ALARM PERMIT INFORMATION

- *City of San Antonio Alarm Systems Ordinance*
- *Alarm Registration & Permits*
- *Penalty for Non-Registration*
- *False Alarms*
- *Penalties for Excess False Alarms*
- *Contacting the SAPD Alarms Office*

## CITY OF SAN ANTONIO ALARM SYSTEMS ORDINANCE

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The City of San Antonio has an Alarms Ordinance (City of San Antonio Code, Article IV, and Chapter 25) concerning the regulation of alarm systems.

All alarm system users within the City of San Antonio are required to have a permit issued by the San Antonio Police Department upon activation of the alarm system. U.S. Government, State, City and County entities that operate alarm systems are also required to obtain an alarm permit (at no cost).

**Automatic dialers** programmed to directly notify the San Antonio Police Department are also regulated by the Alarm Ordinance.

**Newly Activated Alarms:** Persons operating a newly activated or reactivated alarm system must notify the Police Department within 12 hours after commencing operation, of the address of the alarm site, the name and address of the person responsible for the operation of the alarm system, and the names and numbers of two persons the police or fire department can contact in the absence of the permit holder. Persons who give such notification are exempt from the permit requirement for a period not to exceed 4 calendar days.

**To contact SAPD:** On M-F, 7:45am to 4:30pm call the Alarms Office at 207-8282. Evenings, Weekends and Holidays call 207-8282 and leave a message which will be responded to the following business day.

## ALARM REGISTRATION & PERMITS

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Alarm registration fees are:

Residential Alarm Senior	\$35
Residential Alarm Regular	\$40
Commercial Alarm	\$100
Gated Communities	\$50

(All registrations are for one year)

To obtain an alarm permit:

**By Mail:** You may telephone (210) 207-8282 or write the Alarms Office, (PO Box 839948, San Antonio, TX 78283-4349) and request a permit application form, which will be mailed or faxed to you. Mail the completed form and fee to the Alarms Office. After application and fee have been processed, a permit with your permit number will be mailed to you.

**In Person:** You may come to the Police Department Alarms Office at room B50, 214 W. Nueva St., between the hours of 7:45 am and 4:30 pm, Monday through Friday, excluding holidays.

**On the Internet:** Go to:  
<http://www.sanantonio.gov/sapd/forms.asp>

## PENALTY FOR NON-REGISTRATION OF ALARMS

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It is a violation of the City Ordinance to operate an alarm system without a valid permit. The residence will be charged \$75.00, and the business owner will be charged \$125.00 for each Un-permitted

Alarm Fee where the residence or business does not have a valid alarm permit

In addition, the residence or business owner shall be charged an Un-permitted Alarm Fee of \$125 for each false call where the residence or business does not have a valid Fire alarm permit.

## FALSE ALARMS

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**False Alarms are a major problem** in San Antonio. During 2009, over 90% of ALL burglar alarms were false. This is an inefficient use of police officers' time and a waste of city resources. Therefore, the City of San Antonio and the San Antonio Police Department are working closely with the alarm industry and with alarm system users to decrease the problem of False Alarms.

**Each alarm user** in San Antonio will be notified, whenever possible, after each false alarm. In most cases, the officer answering the alarm call will leave a printed notice at the premises.

**After the 3rd false burglar alarm** the Alarms Office will notify the alarm user by phone and or by mail of the number of false alarms during the current 12 month permit cycle.

**After the 4<sup>th</sup> false burglar alarm** in the 12 month permit cycle, the alarm user is in violation of the City's Alarm Ordinance, and will be assessed a service fee for "excessive false alarms".

**False Robbery/Panic/Duress and Fire** calls follow the same procedure. Service fees begin after the **second** false Robbery/Panic/Duress alarm and after the **second false fire alarm**.